

## CLAIMS

We claim:

1. A system for maintaining item requests, comprising:

a queue system for inserting any failed system-initiated item requests into a failed request queue;

a view presentation system for presenting an administrator with a view of the failed request queue;

a data presentation system for displaying data corresponding to system-initiated item requests and user-initiated item requests to an administrator, wherein the data presentation system accesses a set of tables to obtain the data, and wherein the set of tables includes a party table that identifies suppliers suggested by users issuing the user-initiated item requests for fulfilling the user-initiated item requests; and

a data edit system for allowing the administrator to edit the data corresponding to the system-initiated item requests and the user-initiated item requests.

2. The system of claim 1, wherein the set of tables further includes a header level text table that identifies business justifications set forth by the users for approving the user-initiated item requests.

3. The system of claim 1, further comprising a request reception system for receiving the user-initiated item requests from the users and the system-initiated item requests from at least one external system, wherein the request reception system further populates the set of tables using data from the user-initiated item requests and the system-initiated item requests.

4. The system of claim 1, further comprising a request processing system for assigning approvers and suppliers to the user-initiated item requests and the system-initiated item requests.

5. The system of claim 4, wherein the processing system processes the system-initiated requests in a batch mode.

6. The system of claim 1, wherein the view of the failed request queue and the data are presented to the administrator within a single browser window.

7. The system of claim 1, wherein the administrator is a global administrator.

8. The system of claim 1, wherein the view presentation system further provides a country administrator with the view of the failed request queue, and wherein the data presentation system further displays the data corresponding to the system-initiated item requests and the user-initiated item requests to the country administrator.

9. A method for maintaining item requests, comprising:

receiving a user-initiated item request and a system-initiated item request, wherein the user-initiated item request identifies a supplier for fulfilling the user-initiated item request;

processing the user-initiated item request and the system-initiated item request, wherein the system-initiated item request is processed in batch with other system-initiated item requests;

inserting the system-initiated item request into a failed request queue if the processing of the system-initiated item request fails;

presenting an administrator with a view of the failed request queue upon request; and

accessing a set of tables to display data corresponding to the system-initiated item request and the user-initiated item request to the administrator, wherein the set of tables accessed includes a party table that identifies the supplier.

10. The method of claim 9, where the processing step comprises assigning an approver and a supplier to the user-initiated item request and the system-initiated item request.

11. The method of claim 9, wherein the view of the failed request queue and the data displayed are presented to the administrator within a single browser window.

12. The method of claim 9, wherein the administrator is a global administrator.

13. The method of claim 12, further comprising providing the global administrator with the capability to edit displayed data.

14. The method of claim 9, wherein the administrator is a country administrator.

15. The method of claim 9, wherein the user-initiated item request further includes a business justification for approving the user-initiated item request, and wherein the set of tables accessed to display the data further includes a header level text table.

16. A program product stored on a recordable medium for maintaining item requests, which when executed comprises, comprising:

program code for inserting any failed system-initiated item requests into a failed request queue;

program code for presenting an administrator with a view of the failed request queue;

program code for displaying data corresponding to system-initiated item requests and user-initiated item requests to an administrator, wherein the program code for displaying accesses a set of tables to obtain the data, and wherein the set of tables includes a party table that identifies suppliers suggested by users issuing the user-initiated item requests for fulfilling the user-initiated item requests; and

program code for allowing the administrator to edit the data corresponding to the system-initiated item requests and the user-initiated item requests.

17. The program product of claim 16, wherein the set of tables further includes a header level text table that identifies business justifications set forth by the users for approving the user-initiated item requests.

18. The program product of claim 16, further comprising program code for receiving the user-initiated item requests from the users and the system-initiated item requests from at least one external system, wherein the program code for receiving further populates the set of tables using data from the user-initiated item requests and the system-initiated item requests.

19. The program product of claim 16, further comprising program code for processing the user-initiated requests and the system-initiated requests by assigning approvers and suppliers to the user-initiated item requests and the system-initiated item requests.

20. The program product of claim 19, wherein the program code for processing processes the system-initiated requests in a batch mode.

21. The program product of claim 16, wherein the view of the failed request queue and the data are presented to the administrator within a single browser window.

22. The program product of claim 16, wherein the administrator is a global administrator.

23. The program product of claim 16, wherein the program code for presenting further provides a country administrator with the view of the failed request queue, and wherein the program code for displaying further displays the data corresponding to the system-initiated item requests and the user-initiated item requests to the country administrator.